

more third party devices, each third party device being identified by origination information, the method comprising:

receiving a communication request to connect to the communication device associated with the merchant system;

determining the availability of the communication device;

routing the communication to the communication device if the device is available;

forwarding to the available communication device information relating to the third party associated with the third party device that originated the communication; and

providing the available communication device with control functionality, said control functionality being able to control the interaction between the available communication device and the third party device.

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